

# QUICK GUIDE

TetraSeries



**VERSION**  
**1.12**

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# General Operations

## 1. BEFORE YOU START - SHORTCUT KEYS

DESCRIPTION	SHORTCUT KEY
PURCHASE	F1
CASHOUT	F2
REFUND	F3
LOGON	F4
PRINT PENDING TRANSACTIONS	0
DUPLICATE RECEIPT	3
RESTART TERMINAL	Press & hold down <b>FUNC+CLEAR</b> for 2 seconds
Enable/Disable Surcharge Confirmation	<b>FUNC+17</b>

## 2. TRANSACTIONS CAN BE STARTED BY THE FOLLOWING METHODS

1. Pressing **F1** key on idle screen
2. Pressing the **ENTER** Key
3. Pressing **MENU** and scroll to select EFTPOS **MENU** followed by **ENTER**

## 3. LOGON

1. Press **F4** key on idle screen **OR**
2. Press **MENU** and scroll down to select **SUPERVISOR MENU** followed by **ENTER**
3. Scroll down to select LOG ON and press **ENTER** or simply press **F4** key on idle

## 4. REPRINT LAST CARDHOLDER RECEIPT

1. Press the number 3 key on idle screen **OR**
2. Press **MENU** and scroll down to select **SUPERVISOR MENU** followed by **ENTER**
3. Scroll down to select **DUPLICATE** and press **ENTER**

## 5. PURCHASE WITH CREDIT CARD – NO PIN

1. Select **PURCHASE** and press **ENTER**
2. Enter the purchase amount and press **ENTER**
3. Customer to **PRESENT/INSERT OR SWIPE** their card
4. Customer to select account type and press **ENTER** to bypass **PIN**
5. Tear off receipt and provide to customer to sign
6. Customer signs receipt
7. Check customer signature
8. Press **ENTER** to confirm signature, or **CLEAR** to decline the transaction

## 6. PURCHASE WITH CREDIT CARD – WITH PIN

1. Select **PURCHASE** and press **ENTER**
2. Enter the purchase amount and press **ENTER**
3. Press **ENTER** to bypass the Cash Out amount
4. Customer to **PRESENT/INSERT OR SWIPE** their card
5. Customer to select account type and key in their **PIN** followed by **ENTER**

## 7. PURCHASE + CASH OUT – DEBIT CARD ONLY

1. Select **PURCHASE** and press **ENTER**
2. Enter the purchase amount and press **ENTER**
3. Enter the cash out amount and press **ENTER**
4. Customer to **INSERT OR SWIPE** their card
5. Customer to select account type and key in their **PIN** followed by **ENTER**

## 8. CASH OUT – DEBIT CARD ONLY

1. Select **CASH** and press **ENTER**
2. Enter the cash out amount and press **ENTER**
3. Customer to **INSERT OR SWIPE** their card
4. Customer to select account type and key in their **PIN** followed by **ENTER**

## 9. REFUND

1. Select **REFUND** and press the **ENTER**
2. Swipe the Merchant Refund Card
3. Enter the Merchant **PIN**
4. Enter the amount to refund and press **ENTER**
5. Customer **PRESENT/INSERT OR SWIPE** their card
6. Customer to select account type and enter their **PIN** followed by **ENTER**

## 10. CONTACTLESS TRANSACTION

Note: Contactless transactions do not allow for account selection

1. Select **PURCHASE** and press **ENTER**
2. Enter the purchase amount and press **ENTER**
3. Customer to **PRESENT/TAP** their card

## 11. EMV CHIP CARD TRANSACTION

### PIN ENTRY TRANSACTION

1. Select **PUR** and press **ENTER**
2. Enter the purchase amount and press **ENTER**
3. Press **ENTER** to bypass "**CASH OUT**"
4. Customer to insert chip card into the chip card reader, chip facing upwards
5. Customer to select account type and enter their **PIN** Followed by **ENTER**
6. Remove card from chip card reader at the end of the transaction and when **REMOVE CARD** prompt is displayed

### SIGNATURE TRANSACTION

1. Select **PUR** and press **ENTER**
2. Enter the purchase amount and press **ENTER**
3. Press **ENTER** to bypass "**CASH OUT**"
4. Customer to insert chip card into the chip card reader, chip Facing upwards
5. Customer to select account type and press **ENTER** to bypass **PIN**
6. Remove card from chip card reader at the end of the transaction when **REMOVE CARD** prompt is displayed
7. Tear off receipt and provide to customer to sign
8. Customer signs receipt
9. Check customer signature Press **ENTER** to confirm signature, or **CLEAR** to decline the transaction
10. Press **ENTER** to confirm signature, or **CLEAR** to decline the transaction



## 12. CARD NOT PRESENT (MAN PAN) TRANSACTION

1. Select **PUR** and press **ENTER**
2. Enter the purchase amount and press **ENTER**
3. Press **FUNC** at **"PRESENT/INSERT OR SWIPE CARD"**
4. Key in the card number and press **ENTER**
5. Key in the expiry date and press **ENTER**
6. At **"CSC on Card"** prompt, press **ENTER** for **YES** or **CLEAR** for **NO** to bypass **step 7**
7. If **YES**, key in **CSC** number and press **ENTER**
8. Select the corresponding number key to choose **Single, Recurring** or **Installment Transaction** type
9. Press **CR** to select account to process the transaction

## 13. CARD NOT PRESENT (MAN PAN) REFUND

1. Select **REFUND** and press the **ENTER**
2. Swipe the Merchant Refund Card
3. Enter the Merchant PIN
4. Enter the amount to refund and press **ENTER**
5. Press **FUNC** at **"PRESENT/INSERT OR SWIPE CARD"**
6. Key in the card number and press **ENTER**
7. Key in the expiry date and press **ENTER**
8. Press the corresponding number key to select type
9. Press the corresponding number key to select the option
10. Press **CR** to select account to process the transaction

## 14. SETTLEMENT INQUIRY

1. Press **MENU** and scroll down to select **ADMIN MENU** followed by **ENTER**
2. Scroll down to select **INQUIRY** and press **ENTER**
3. Press the corresponding key to select the date shown or select **OTHER** to enter another settlement period date in the format **DDMMYYYY** and press **ENTER**

**NOTE: Settlement inquiry data can be retrieved retrospectively**

## 15. SETTLEMENT CUTOVER

1. Press **MENU** and scroll down to select **ADMIN MENU** followed by **ENTER**
2. Scroll down to select **CUTOVER** and press **ENTER**
3. Press **ENTER** to carry out cutover or **CLEAR** to cancel

**NOTE: Terminal will prompt for any stored Electronic Offline Voucher/Contact-less to be transmitted. Press ENTER to transmit Electronic Offline Voucher/Contact-less or CLEAR to proceed with settlement cutover.**

## 16. SHIFT TOTALS

1. Press **MENU** and scroll down to select **ADMIN MENU** followed by **ENTER**
2. Scroll down to select **TOTAL** followed by **ENTER**
3. Press **ENTER** to reset totals or **CLEAR** to exit

## 17. EOVS (ELECTRONIC OFFLINE VOUCHERS)

Merchants that have obtained specific approval from their acquirer also have the option of being able to process transactions despite certain EFTPOS system failure events.

Such transactions are called EFTPOS Offline Voucher (EOV) transactions, where transactions using certain cards can be approved and stored locally on the terminal until the EFTPOS system is restored.

In such instances, the merchant will be prompted by the terminal to confirm that they wish to process a transaction in EOVS mode. The cardholder will be unaware of the offline nature of the transaction.

Care must be taken when using EOVS, since there is always a risk that if the terminal is prevented from uploading EOVS transaction data (e.g. the terminal is damaged), then the value of these transactions may be lost.



## Tipping Transactions

**\*NOTE - Hospitality functionality needs to be enabled by the Bank/World line.**

### **18. TIPPING TRANSACTIONS – CREDIT ONLY**

Press **MENU** and scroll down to select **TIPPING MENU** followed by **ENTER** key **TIPPING MENU** will be displayed with three options as below:

1. **AUTHORISATION**
2. **TIP ADJUST**
3. **UTIL**

#### **18.1 AUTHORISATION**

1. Press 1 or select **AUTH** and press **ENTER**
2. Enter the purchase amount and press **ENTER**
3. Customer to Swipe or Insert their credit card.
4. Once the transaction is processed, tear off the receipt and write in the **TIP** amount
5. Customer signs receipt
6. Check customer signature
7. Press **ENTER** to confirm signature, or **CLEAR** to decline the transaction

#### **18.2 TIP ADJUST**

1. Press 2 or select **TIP ADJUST** and press **ENTER**
2. Press corresponding number key to retrieve transaction
3. Enter required transaction details, press **ENTER**
4. Press **ENTER** to confirm the required transaction or **CLEAR** to return to the previous screen
5. Press **ENTER** to adjust the TIP Amount
6. Key in the new TIP amount which customer has advised followed by **ENTER**
7. Check the TIP amount entered is correct and press **ENTER** or **CLEAR** to re-enter the correct TIP amount.  
**NOTE: The TIP amount cannot exceed 20% of the authorised amount**

#### **18.3 UTIL**

1. Press 3 or select **UTIL** and press **ENTER**
2. **SELECT FUNCTION** will be displayed with three options as below:
  1. **VOID**
  2. **UPLOAD**
  3. **PRINT**

#### **VOID**

1. Select **VOID** by pressing the corresponding number key
2. Enter required transaction details, press **ENTER**
3. Press **ENTER** to confirm the required transaction or **CLEAR** to return to the previous screen
4. Press **ENTER** to **VOID/Cancel** the tip transaction

#### **UPLOAD**

1. Select **UPLOAD** by pressing the corresponding number key
2. **TIP TRANSACTION TOTALS** will be displayed
3. Press **ENTER** to upload or **CLEAR** to view transactions

#### **PRINT**

1. Select **PRINT** by pressing the corresponding number key
2. Press corresponding number key to retrieve transaction
3. Key in required transaction details and press **ENTER**
4. Press **ENTER** to print the transaction or **CLEAR** to select another or exit the menu

### **19. INSTANT TIPPING TRANSACTIONS – DEBIT ONLY**

1. Select **PURCHASE** and press **ENTER**
2. Enter the purchase amount and press **ENTER**
3. **DO YOU WISH TO ADD A TIP Y/N** will be displayed. Press **ENTER** for **YES** to add a tip, or **CLEAR** for **NO**
4. If **ENTER** is pressed, ask the customer how much they would like to add for the tip amount (**Tip amount can be up to 99% of the purchase amount**)
5. Key in the **TIP** out amount and press **ENTER**
6. Customer to **Swipe or Insert** their card
7. Customer to select account type and proceed as per normal process

## Currency Select (CSE) Transactions

**\*NOTE - Currency Select needs to be enabled by Pure Commerce and Skyzer**

### **20. CSE PURCHASE – CREDIT ONLY**

1. Select **PURCHASE** and press **ENTER**
2. Enter the purchase amount and press **ENTER**
3. Customer to **INSERT OR SWIPE** their card
4. Customer to select account type and press **ENTER**
5. Advise the cardholder to **select their preferred currency** to process for the transaction by pressing the corresponding key
6. Advise the cardholder to **confirm their selected currency** by pressing the corresponding key and therefore accepting the exchange rate
7. Customer to either enter their **PIN** or press **ENTER** for **SIGNATURE**

### **21. CSE – ADMIN**

1. **Enable/Disable Pure Commerce Application**  
Perform FUNC 3025707 to enable or disable Pure Commerce Application
2. **Connection Test**  
Perform FUNC 3025700 to test the connection test from the site of Pure Commerce host
3. **BIN Table Download**  
Perform FUNC 3025701 to download the BIN table from Pure Commerce host
4. **Rates Table Download**  
Perform FUNC 3025702 to download the Rates table from Pure Commerce host
5. **Print Rates Table**  
Perform FUNC 3025705 to print the receipt with the current rates table.



## Surcharging

**\*NOTE - Surcharge Min - 1%, maximum is 3%**  
**This functionality needs to be enabled by Skyzer or your Reseller**

### **22. CREDIT CARD SURCHARGE – CONFIRMATION PROMPT ENABLED**

1. Scroll down to select **PURCHASE** and press **ENTER**
2. Enter the purchase amount and press **ENTER**
3. Terminal will then display the purchase amount along with the additional surcharge amount that will be applied to the total transaction amount
4. Customer to **PRESENT/INSERT OR SWIPE** their card
5. Customer to select account type
6. **Terminal will halt the transaction** and display the surcharge amount
7. **Customer to press ENTER to accept surcharge or CANCEL/CLEAR to cancel the transaction**
8. If the customer confirms acceptance of the surcharge amount, they will be prompted to enter their **PIN** and the transaction is processed as normal
9. **If the customer selects CANCEL - the transaction will be canceled and funds will not be deducted**

### **23. CREDIT CARD SURCHARGE – CONFIRMATION PROMPT DISABLED**

1. Scroll down to select **PURCHASE** and press **ENTER**
2. Enter the purchase amount and press **ENTER**
3. Terminal will then display the purchase amount along with the **additional surcharge amount** that will be applied to the total transaction amount
4. Customer to **PRESENT/INSERT OR SWIPE** their card
5. Customer to select account type and enter their **PIN** followed by **ENTER**
6. The transaction is processed as normal

### **24. CONTACTLESS CARD SURCHARGE – CONFIRMATION PROMPT ENABLE**

1. Scroll down to select **PURCHASE** and press **ENTER**
2. Enter the purchase amount and press **ENTER**
3. Terminal will then display the purchase amount along with the additional surcharge amount that will be applied to the total transaction amount
4. Customer to **PRESENT/TAP** their card
5. Terminal will display the surcharge amount and **will halt the transaction**
6. Customer to press **ENTER** to accept surcharge or **CANCEL/CLEAR** to cancel the transaction
7. If the customer confirms acceptance of the surcharge amount, the transaction is processed as normal
8. **If the customer selects CANCEL - the transaction will be canceled and funds will not be deducted.**

### **25. CONTACTLESS CARD SURCHARGE – CONFIRMATION PROMPT DISABLED**

1. Scroll down to select **PURCHASE** and press **ENTER**
2. Enter the purchase amount and press **ENTER**
3. Terminal will then display the purchase amount along with the additional surcharge amount that will be applied to the total transaction amount
4. Customer to **PRESENT/TAP** their card
5. Transaction will process as normal

## Hospitality Transactions - Credit Only

**\*NOTE – Hospitality functionality needs to be enabled by the Bank/Worldline**

*Completions can only be processed for up to 15% more than the pre-auth transactions. Any transactions where the completion is more the 15% will be declined INVALID TRANSACTION*

*Merchants **MUST** use the top-up function to increase the original pre-auth amount. The Completion can be finalised for the value of the pre-auth and the top-up/s added together. There is no limit to the amount of top-up transactions that can be added*

Press **MENU** and scroll down to select the **HOSPITALITY MENU** followed by **ENTER** key

### **26. HOSPITALITY - AUTHORISATIONS**

Press 1 or Select **AUTHORISATION** and press **ENTER**, the 3 options will be displayed as follows:

1. **CARD CHECK**
2. **INITIAL AUTH**
3. **TOP UP AUTH**

#### **1. CARD CHECK**

Select **CARD CHECK** by pressing the corresponding number key

**PRESENT/INSERT OR SWIPE CARD** with \$0.00 will be displayed on the screen

Customer to present their credit card  
Customer to select account type and proceed with the transaction as per normal process

**DO INITIAL AUTH NOW? Y/N** will be displayed on the screen  
Press **Enter** key to initiate auth or press **CLEAR** for **NO OR**

Accepted or Declined receipt will be printed from terminal

#### **2. INITIAL AUTH**

Select **INITIAL AUTH** by pressing the corresponding number key

Key in the purchase amount and press **ENTER**,  
Customer to present their credit card  
Customer to select account type and proceed with the transaction as per normal process

#### **3. TOP-UP AUTH**

Select **TOP-UP AUTH** by pressing the corresponding number key

Press corresponding number key to retrieve the transaction Enter the required transaction details and press **ENTER**

Press **ENTER** to confirm the required transaction or **CLEAR** to return to previous screen

Enter the **TOP-UP Amount** followed by **ENTER**

**For MAN PAN Transactions, Press FUNC at the “PRESENT/INSERT OR SWIPE CARD”**

And follow the Card Not Present transaction instructions as per #12



## 27. HOSPITALITY – COMPLETIONS

Press **2** or Select **COMPLETION** and Press **ENTER**  
**SELECT COMPLETION** will be displayed with two options as below:

1. **FINAL**
2. **PARTIAL**

### 1. FINAL

To complete Pre-Auth transactions, press the corresponding number key to retrieve transaction

Enter required transaction details and press **ENTER**  
Press **ENTER** to confirm the required transaction or **CLEAR** to return to previous screen  
Key in the final Purchase **Amount** followed by **ENTER**

### 2. PARTIAL

To complete partial amount for a Pre-Auth transaction, press the corresponding number key to retrieve transaction  
Enter required transaction details and press **ENTER**  
Press **ENTER** to confirm the required transaction or **CLEAR** to return to previous screen Enter the **Partial Purchase Amount** followed by **ENTER**.

## 28. HOSPITALITY – UTILITIES

### UTIL

Press **3** or Select **UTIL** and Press **ENTER**  
**SELECT FUNCTION** will be displayed with three options as below:

1. **VOID**
2. **EXTRA CHARGES**
3. **CARD CHECK**

### 1. VOID

Select **VOID** by pressing the corresponding number key to retrieve transaction  
Enter required transaction details, and press **ENTER**  
Press **ENTER** to confirm the required transaction or **CLEAR** to return to previous screen  
Press Enter at **CANCEL? HOSPO AUTH**

### 2. EXTRA CHARGES

Select **EXTRA CHARGES** by pressing the corresponding number key  
Press corresponding number key to retrieve transaction Enter required transaction details and press **ENTER**  
Press **ENTER** to confirm the required transaction or **CLEAR** to return to previous screen Enter the **EXTRA CHARGES** amount followed by **ENTER**

### 3. CARD CHECK

Refer to the **CARD CHECK** information under AUTHORISATION

## Extra Terminal Functions

### 29. EXTRA TERMINAL FUNCTIONS

1. Press **MENU** and scroll down to select **SUPERVISOR MENU** followed by **ENTER**
2. Select **XTRA** and press **ENTER**
3. Select the Terminal functions by pressing the corresponding number key

#### **Option 0 – Print Stored Transaction Totals**

Prints the record of all stored transactions awaiting transmission in the terminal

#### **Option 1 – Restart Terminal**

Press **ENTER** to restart the terminal or **CLEAR** to return to idle screen

#### **Option 2 – Display KVC & Print Terminal Configuration**

Terminal displays the KVC.  
Press **ENTER** to print the terminal configuration or **CLEAR** to return to **ADMIN** menu

#### **Option 3 – Print EMV Public Keys & CTL Public keys**

Select the option to print by pressing the corresponding number key

#### **Option 5 – Print Pending Transaction**

Select the option to print by pressing the corresponding number key

#### **Option 8 – Date and Time**

Set date in the **DDMMYY** format and time in the **HHMM** format

### 30. MULTI-MERCHANT

1. If MULTI-MERCHANT is enabled, the Merchant number is prompted after transaction selection and before the amount is entered.





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